

# CUSTOMER SERVICE STATEMENT

**BEA's customer service standards spell out what you, the customer, can expect.**

1. *BEA staff will respond to customer correspondence within 5 business days.*
2. *BEA staff will return customer phone calls within 1 business day.*
3. *BEA will ship off-the-shelf products within 3 business days.*
4. *BEA will meet its published annual calendar of news release dates. Any changes in these dates will be announced as far in advance as possible.*
5. *BEA will provide access to news releases on the EBB, EBB FAX, and recorded telephone messages at the time of release.*

## WHAT ARE BEA'S PRODUCTS?

The Bureau of Economic Analysis (BEA) is the Nation's Accountant, integrating and interpreting a tremendous volume of data to draw a complete and consistent picture of the U.S. economy. BEA's economic accounts—national, regional, and international—provide information on such key issues as economic growth, regional development, and the Nation's position in the world economy.

### National

- GDP and other measures in the national income and product accounts
- Industry input-output tables
- Capital stock (wealth)
- Index of leading economic indicators

### Regional

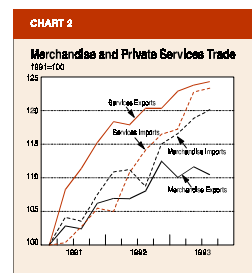
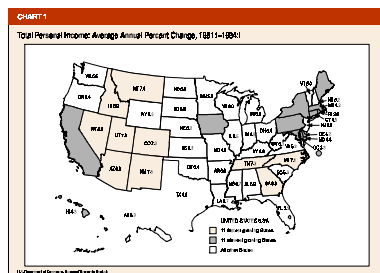
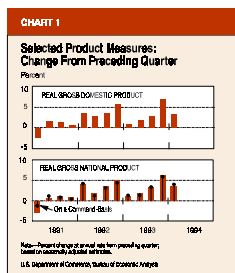
- Personal income and employment by State, metropolitan area, and county
- Gross state product by industry
- Projections of regional economic activity
- Regional economic impact multipliers

### International

- Balance of payments accounts
- International investment position
- Foreign direct investment in the United States
- U.S. direct investment abroad

## BEA ANSWERS YOUR QUESTIONS

- How fast is the economy growing?
- Are we slipping into recession?
- Which States had the fastest/slowest growth in per capita income?
- What will be the impact of a plant relocation on my area?
- What is happening to the U.S. trade balance?
- How much foreign direct investment is there in the U.S. auto industry? By which countries?



## BEA OFFERS A VARIETY OF MEDIA

To serve the needs of our customers, BEA makes its economic information available through a variety of media.

### Print

*Survey of Current Business*  
BEA News Releases  
BEA Publications  
Computer Printouts

### Electronic Bulletin Boards

Economic Bulletin Board (EBB)  
Census-BEA Electronic Forum

### Telephone and Fax

Recorded Telephone Messages  
EBB FAX

### Diskettes

### CD-ROM's

The National Trade Data Bank  
The National Economic, Social, and  
Environmental Data Bank  
The Regional Economic Information  
System

The *User's Guide to BEA Information* describes BEA products and tells how and where to order them, when we publish our news releases, and who to call with questions. For a free copy, contact BEA's Public Information Office (see address below). The *User's Guide* is also published once a year in the *Survey of Current Business*, and it is available on the EBB.

### Public Information Office

Bureau of Economic Analysis - U.S. Department of Commerce  
Washington, D.C. 20230 Voice: (202) 606-9900 FAX: (202) 606-5310 TDD: (202) 606-5335

## IMPROVING CUSTOMER SERVICE

A customer survey in 1993 provided an initial assessment of BEA's customer services. In response, BEA will focus for the coming year on improvements in the following areas:

You, our customers, want to be able to reach a BEA staff expert more quickly and easily when you have questions about our data.

- *BEA is providing additional customer service training for our staff.*
- *BEA will revamp its procedures for telephone response and will develop a telephone contact list that is easier to use.*

You would like more data, faster, more clearly documented, and available in a wider variety of media.

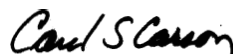
- *BEA will continue to improve its documentation, ease and speed of access, and choice of media and format in its data products.*
- *BEA will provide access to our information on Internet.*

You requested that we make it easier to understand what the numbers mean and how they can be used to see what is happening in the economy.

- *BEA will develop additional public information materials such as subject-matter indexes, glossaries, and fact sheets.*

*Dear Customers,*

We welcome your comments. If you have a problem with our products or services or if you wish to make a suggestion, please contact our Public Information Office.



Carol S. Carson, Director  
Bureau of Economic Analysis